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EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW, Room 222
Washington, D.C. 20554

Re: CC Docket No. 98-56 and CC Docket No. 98-121

RECEIVED

DEC 14 1998

Dear Ms. Salas:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

This is to inform you that on December 11, 1998 Chris Shagnea and the undersigned, both of BellSouth, and Dr. Fritz Scheuren and Dr. Ed Mulrow of Ernst & Young met with members of the Common Carrier Bureau staff. The following Common Carrier Bureau staff members attended at least part of the meeting: Alex Belinfante; Jake Jennings; Florence Setzer and Daniel Shiman.

During the meeting, BellSouth representatives gave a status report on the workshops that the Louisiana Public Service Commission ("LPSC") staff held on November 30 and December 1 in LPSC Docket No. U22252 – Subdocket C (See Attachment 1). The purpose of these workshops is to identify the performance measurements, standards and statistical analyses that the LPSC should use to determine whether BellSouth is meeting its statutory obligation to provide CLECs with nondiscriminatory access to UNEs and services. We then focused upon the efforts of Ernst and Young to develop statistical tests for analyzing performance data to determine whether BellSouth was meeting those statutory obligations. Our subject matter experts answered the questions of the Bureau staff about the methodology BellSouth had proposed in the attachments filed with our notice of oral ex parte filed on December 3, 1998 in the two dockets identified above and the filing included in our notice of written ex parte filed on December 2, 1998 in the same two dockets. Attachments 2 and 3 were used to during that discussion.

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Because the Commission has been considering issues related to performance measurements and standards in both proceedings identified above, we are filing notice of this ex parte meeting in both dockets, as required by Section 1.1206(a)(2) of the Commission's rules. Please associate this notice with both.

Sincerely,



Kathleen B. Levitz

Attachments

cc: Alex Belinfante Jake Jennings Florence Setzer
 Daniel Shiman

VKM		
WTM		
LBP		
JFP		
SPC		
SECS		
LC		

**BEFORE THE
LOUISIANA PUBLIC SERVICE COMMISSION**

**LOUISIANA PUBLIC SERVICE COMMISSION,
EX PARTE**

DOCKET NO. U-22252-C

**IN RE: BELLSOUTH TELECOMMUNICATIONS, INC., SERVICE QUALITY
PERFORMANCE MEASUREMENTS.**

NOTICE

Attached is the revised Workshop schedule established pursuant to the discussion held at the November Workshop. An Action Item List is also attached to this notice identifying outstanding items to which the parties and intervenors are expected to respond within ten days of issuance of this notice. The additional statistical testing is not due within ten days of the issuance of this notice, but is due on or before February 13th 1999.

DECEMBER WORKSHOP - Added to the January Workshop

JANUARY WORKSHOP

Issues:

1. Sprint presentation on Retail Analogs and Benchmarks, based on Sprint's position as a CLEC and an ILEC.
2. Discussion of BellSouth Matrix for UNE Retail Analogs for purposing of determining if there are existing retail analogs or surrogate retail analogs that could be used for performance monitoring. If not, what benchmark and/or benchmark studies should be conducted to develop benchmarks for these performance measurements
3. Penalties, Enforcement and Dispute Resolution
4. Raw Data Issues
5. Additional dates for February workshop, if necessary. Revise schedule, if necessary. Discuss the necessity for post workshop briefs
6. Address action item list.

Page 1 of 9

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LEGAL DEPT.
N.O. LA.

Dates:

December 15, 1998

(1) BellSouth filing and other parties may also file documentation, particularly Staff would like benchmarks filed with an indication of how the numbers were derived. This applies to both BellSouth and CLECs that endorse certain performance benchmarks. BellSouth should file its performance benchmark studies with associated work papers. Sprint and all parties should also file any documentation which each party anticipates will be handed out at the workshop.

(2) Comments due from all parties regarding BellSouth statistical presentation. Any party which presented any document at the November workshop is expected to file those documents as attachments to the party's comments.

(3) Any party may comment on those action items which the party believes have not been adequately addressed, including the basis for the belief.

January 11, 1999

(1) Parties file briefs for all above listed issues. If the party has nothing further to add from the original comments filed, please file a document stating that position.

(2) Parties file reply briefs regarding all issues for this workshop (not statistics).

January 25- 28, 1999

Workshop in Plaza Level Hearing

Room, commencing 1:00 P.M. on Monday and 9:00 A.M. on Tuesday, Wednesday and Thursday. Casual Business Dress is recommended due to the extreme heat in the Plaza Level Hearing Room.

FEBRUARY WORKSHOP

Issues:

1. Retail Analog and Benchmarks, if necessary
2. Additional BellSouth, LCUG Statistics presentations
3. Any other unresolved issues

Dates:

February 13, 1999

BellSouth files additional statistical documentation and work papers. Other parties supporting different statistical testing file documentation and work papers, if not already filed.

February 22, 23 & 24 (possibly adding 25th and 26th if possible) 1999

Workshop, Marshall Burton Brinkley Auditorium, 9:00 A.M.

MARCH (tentative)

Dates:

March 12, 1999

Staff Initial Recommendation.

March 26, 1999

Parties file comments to Staff's Initial Recommendation.

April 7, 1999

Staff issues Final Recommendation.

April 21, 1999

Business and Executive Session.

The scope of this rulemaking proceeding is limited to those issues as addressed above. At the Workshops, the discussions will not be recorded. Experts will discuss each matter thoroughly. Each

party is urged to be prepared to discuss all claims made by the party or to refute those claims made by the opposition.

Any documents, testimony or comments filed pursuant to the above referenced procedural schedule shall be filed no later than 4:30 P.M. the day of the deadline. **ONE COPY** of all documents, testimony or comments shall be filed with the Commission at the following address:

Ms. Susan Cowart
Louisiana Public Service Commission
Docketing Section
Post Office Box 91154
Baton Rouge, Louisiana 70821-9154

Staff should be served as part of the service list. Please continue to serve Staff and the parties by both e-mail and U.S. Mail.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
December 2, 1998


LAWRENCE ST. BLANC
SECRETARY

Action Items remaining following the November Workshop

Performance Measurements

1. Sprint will send CLEC data to BellSouth statistical experts.
2. Staff will work to determine whether it is possible to reveal the specific CLEC data retained by BellSouth to those statistical experts who enter into proprietary agreements (i.e. California confidentiality issue). Based upon this result, Statistical experts would join together to run the statistical figures.
3. Jerry with BellSouth will check on the availability of billing and trunking data.

Statistical Testing

4. The Parties agreed that BellSouth's statistical experts would, at a minimum, provide additional statistical analyses as follows:
 - (a) The following additional performance measurements will be evaluated using the BST, LCUG, and FCC statistical methodologies: Ordering: Percent Flow-Through Service Requests; Provisioning: Percent Missed Installation Appointments; Maintenance and Repair: Customer Trouble Report Rate; a Billing Measure (Staff suggests the Usage Data Delivery Accuracy measurement), a Trunking Measure (Staff suggests the Comparative Trunk Group Service Summary measurement).
 - (b) The statistical tests will be performed at both the LATA and MSA level.
 - (c) Further analysis and research will be conducted on variations within wire centers.
 - (d) Further analysis and research will be conducted on the weighting methodology. In particular what would happen to the results if the weights were based upon the ILEC volumes not the CLEC volumes?
 - (e) Further analysis and research on Type I versus Type II errors.
 - (f) The BST statistical test will be adjusted to make it more sensitive to standard deviations.
 - (g) BST to respond to CLECs concern that aggregation (rolling up of data) could allow BST to "game" the system. How could this possibility be detected under the methodology proposed by BST?

OLD ITEMS

1. **Average OSS Response Interval:** BellSouth to check on whether or not its systems have a gateway receipt date and time stamp for both CLEC and BellSouth gateways.
2. **Average OSS Response Interval:** BellSouth is to explain why there is a difference between the average response interval from its gateway, RNS, and the CLEC gateway, LENS.
3. **Percent Flow-through Service Requests:** BellSouth is to explain how complex orders are handled on the retail side of its business relative to the wholesale side for CLECs. Do all complex orders fall-out on the retail side? If not, what complex orders do not fall-out? Do all complex orders fall-out on the wholesale side? If not, what complex orders do not fall-out? What percentage of orders are complex for CLECs and for BellSouth's retail business? BellSouth defines those CLEC orders that fall out for manual processing, and are therefore excluded from the flowthrough count, as "submitted electronically (via EDI), but not eligible for processing by LESOG." What is the equivalent BellSouth process, i.e., into what system/database are complex BellSouth orders submitted, and for which subsequent system/database are they ineligible for further electronic processing?
4. **Percent Rejected Service Requests:** BellSouth to check on if it is possible to include legend on performance reports concerning what is in the rejects. Please define all the rejection types that are included in this calculation, i.e., does it include both BellSouth and CLEC rejections? For each of those entities, what types of errors, rejections, specifically, are included or excluded from the calculation?
5. **Firm Order Confirmation:** BellSouth will enhance glossary to SQM to clarify the distinction between Order and Service Request.
6. **Speed of Answer:** BellSouth to check on clarifying and making the algorithm more precise.
7. **Average Jeopardy Notice Interval and Percent Of Orders Given Jeopardy Notice:** BellSouth is to check on if the number of orders in jeopardy are completed orders.
8. **Percent Missed Installation Appointments:** BellSouth to clarify that CLEC and BST end users exclusions only apply to this metric. They do not apply to the % Provisioning Troubles within 30 days. BellSouth to add "prior" before "a calendar month" in the denominator of the algorithm. BellSouth to clarify that services installed is the same as completed orders.
9. **Coordinated Customer Conversions:** BellSouth agrees to clarify the note 2 contained in the

August Performance Report for this metric. BellSouth to check on what the exclusion "delays due to CLEC following disconnection of the unbundled loop" means.

10. **Average Completion Notice:** BellSouth to check on date in average completion notice.
11. **OSS Response Interval:** BellSouth will check on the feasibility of an average interval. BellSouth to check on whether or not EDI interface should be reported. BellSouth to check on how the calculation is performed. Is it the average of the daily response intervals or the average for the month?
12. **Invoice Timeliness:** BellSouth to explain the significance of the footnotes as shown on the August Performance Report.
13. **Usage Data Delivery Completeness and Timeliness:** BellSouth will check with billing experts to determine if a an average usage record timeliness and completeness measurement can be developed. BellSouth to research and report where accuracy is contained in the usage data accuracy timeliness and completeness measurements.
14. **E911 Timeliness and Accuracy:** BellSouth to correct/modify formula to make in clearer and to change orders confirmed to order completed. BellSouth to clarify that the this category also shows a mean interval. BellSouth to check to see how often E911 database is batched to vendor.
15. **All Measurements:** BellSouth to check the formulas for all measurements and modify the data retained section to include all components of the formulas.

Retail Analogs

1. **Collocation:** BellSouth will check with experts on the possibility of expedited processes for building collocation cages, or other methods of improving the target collocation intervals. BellSouth to provide more data on the intervals needed for collocation requests and arrangement times.
2. **Collocation:** CLECs to study and provide Staff with their expectations as to reasonable time periods/benchmarks for collocation requests and arrangement times.
3. **Usage Data Delivery, Accuracy, Timeliness, and Completeness:** BellSouth to check with billing experts about whether CMDS is the appropriate comparative to the delivery of usage data to CLECs.
4. **Trunks Groups:** BellSouth will look at the analog developed in Nevada and research further to see in a retail analog could be developed.

5. **UNEs:** BellSouth to study further to develop surrogate analogs for UNEs. BellSouth to study Nevada analogs and discuss these issues with Nevada subject matter experts.

Disaggregation

1. BellSouth to examine possible further product and ordering disaggregation as well as less disaggregation in other areas. BellSouth to consider agreeing on some further level of disaggregation today, but not implementing until a reasonable threshold of competition exists in Louisiana.
2. CLECs to study whether or not less disaggregation is possible.
3. BellSouth and CLECs to study what a reasonable threshold of competition might be prior to implementation of further disaggregation.

Other

1. BellSouth and the CLECs agreed to work "off-line" on the statistical issues to determine if some level of agreement can be reached prior to the next workshop.
2. Sprint agreed to give a brief presentation at the next workshop on its retail analogs for UNEs.
3. There will be a raw data discussion at Jan workshop (see schedule). BellSouth must have their training people there who also know what is or is not on the NET and what it would take to get the missing material there so CLEC can run their own tests.

BellSouth in Agreement

1. **Percent Flow-through Service Requests:** BellSouth agrees to supply a breakdown of CLEC errors and that errors should be cross-referenced to the type of error.
2. **Firm Order Confirmation and Rejects:** BellSouth agreed to define fully mechanized; partially mechanized, and non-mechanized. This should be a modification to the SQM.
3. **Average Completion Interval:** BellSouth agreed to change language in description from "from BST receipt of a syntactically correct order from the CLEC" to "from when BST issues a FOC to the CLEC".
4. **Percent Of Orders Given Jeopardy Notice:** BellSouth agreed to add to the measurement methodology "completed" before the word Orders in the denominator of the algorithm.
5. **Customer Trouble Report:** BellSouth agreed to add access lines to data retained by BST.

6. **Maintenance Average Duration:** BellSouth will change the formula to add "closed" to the denominator before the word troubles.
7. **Percent Repeat Troubles within 30 Days:** BellSouth will give an example to clarify the measure and to change the formula to add "closed" to the denominator before the word troubles.

Illustration

Service Mean

Service Provider	Residential Non-Dispatch	Business Non-Dispatch
Provider A	20	10
Provider B	20	10

Service Volume

Service Provider	Residential Non-Dispatch	Business Non-Dispatch
Provider A	30	90
Provider B	60	30

Without Adjustment

Mean For Provider A =

$$[30(20) + 90(10)]/120 = 150/120 = 12.5$$

Mean For Provider B =

$$[60(20) + 30(10)]/90 = 150/90 = 16.7$$

After Adjustment

Mean For Provider A =

$$[60(20) + 30(10)]/90 = 150/90 = 16.7$$

Mean For Provider B =

$$[60(20) + 30(10)]/90 = 150/90 = 16.7$$

Maintenance Average Duration Adjusted Wire Center Means

BellSouth and Aggregate CLEC

Attachment 3

